

EFFECTIVE CONSUMER SCALE

This survey asks you about yourself and how you manage your disease. It asks questions about the skills, attitudes and knowledge you may or may not have at this time.

Please check how much of the time each statement is true of you.

	Never	Rarely	Some- times	Usually	Always
How I Use Health Information					
1. I understand the information I receive about my disease	<input type="checkbox"/>				
2. I know how to adapt general health information to my own situation	<input type="checkbox"/>				
3. I know who can help me judge the quality of the information I receive about my disease	<input type="checkbox"/>				
How I clarify my priorities					
4. When I make decisions about my disease, I am clear about what matters most in my life	<input type="checkbox"/>				
5. I can weigh the good points and bad points of a decision about my disease	<input type="checkbox"/>				
6. I can set realistic goals about the management of my disease	<input type="checkbox"/>				
How I communicate with others					
7. I am good at expressing my concerns to health care providers	<input type="checkbox"/>				
8. I know how to ask good questions about my health and my disease	<input type="checkbox"/>				
9. I know how to build an open and trusting relationship with my health care providers	<input type="checkbox"/>				
How I work in partnership with the health team					
10. I am able to play the role I want with my health care team	<input type="checkbox"/>				
11. I know who to work with to meet my health needs	<input type="checkbox"/>				
12. I can get what I need to meet my health needs (for example, information and treatments)	<input type="checkbox"/>				
13. I feel a sense of control over the symptoms of my disease	<input type="checkbox"/>				
How I decide and act on decisions					
14. I feel confident in making decisions about my health	<input type="checkbox"/>				
15. I can find common ground with others about what we need to do to manage my disease	<input type="checkbox"/>				
16. I can navigate the health care services in managing my disease	<input type="checkbox"/>				
17. I can organise my life to act on decisions about managing my disease	<input type="checkbox"/>				

Scoring

Score responses as

Never	0
Rarely	1
Sometimes	2
Usually	3
Always	4

If two responses are checked or between two responses is checked, choose the lowest response. If more than 1 item is missing on the subscales, the index is not scored. If more than 3 items are missing on the Total scale, the index is not scored. If 4 or more items are missing do not score the scale. Add all responses together for a score out of 68 and convert to a score out of 100.

References

Kristjansson E, Tugwell PS, Wilson AJ, Brooks PM, Driedger SM, Gallois C, O'Connor AM, Qualman A, Santesso N, Wale J, Wells GA. Development of the effective musculoskeletal consumer scale. *J Rheumatol.* 2007 Jun;34(6):1392-400.